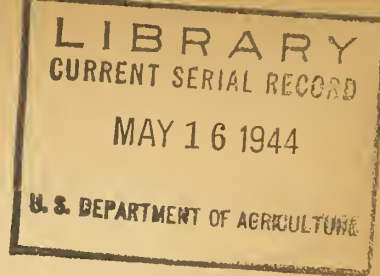


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April 22, 1944

TOBACCO BRANCH MEMORANDUM NO. 5

To: Washington and Field Officials
From: Chas. E. Gage, Chief, Tobacco Branch
Subject: Use of the Long Distance Telephone

Chas E Gage

Attention is called to what appears to be a growing degree of extravagance in the use of the long distance telephone. Incomplete records in this office indicate that telephone toll charges on long distance calls originating in the field during the first nine months of the present fiscal year amounted to close to a thousand dollars, while those originating in Washington were nearly as great during the months of December to March, inclusive. For an organization the size of ours these figures are rather startling.

It is true that the exigencies of wartime, the administration of Food Distribution Orders, and other activities that are out of the ordinary have necessitated fast action and have justified many of the telephone calls that have been made. It seems clear, however, that a tendency has developed to take a rather casual attitude on this expensive means of communication. It has seemed so easy and so satisfactory merely to pick up the 'phone and put through a call that I feel we have become entirely too lax in the matter.

It is not intended to discourage the use of the telephone to an extent that would be detrimental to essential service. It is desired, however, to enjoin caution in the use of this facility. The telephone should not be used where a letter or a telegram will serve the purpose. Furthermore, when the telephone is used the conversation should be made brief and to the point. The need for economy should always be kept in mind.

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